

February 6, 2006

## VIA ELECTRONIC FILING

Marlene H. Dortch Secretary Federal Communications Commission 445 12<sup>th</sup> Street, S.W. Washington D.C. 20554

> EB 06-46-TC-060: Certification of CPNI Filing Re:

Dear Ms. Dortch:

On behalf of Virgin Mobile USA, LLC ("Virgin Mobile"), and pursuant to the Federal Communications Commission's ("Commission") January 30, 2006 Public Notice in the above-referenced docket, Virgin Mobile hereby files a copy of its CPNI Compliance Certification, as required by section 64.2009(e) of the Commission's rules.

Please let me know if you have any questions about this filing.

Peter Lurie

General Counsel Virgin Mobile USA, LLC 10 Independence Blvd Warren, NJ 07059

submitted,

www.virginmobileusa.com

## CPNI COMPLIANCE CERTIFICATION

- I, Peter Lurie, hereby certify as follows:
- 1. I am Vice President and General Counsel of Virgin Mobile USA, LLC ("Virgin Mobile"). In this capacity, I am personally responsible for Virgin Mobile's compliance with various federal and state regulations, including the Federal Communications Commission's ("Commission") regulations governing the use and disclosure of Customer Proprietary Network Information ("CPNI").
- 2. I provide this certificate for the calendar year ending December 31, 2005, in accordance with section 64.2009(e) of the Commission's, 47 CFR § 64.2009(e).
- 3. I have personal knowledge that Virgin Mobile has established operating procedures, as described in the attached Statement, that are adequate to ensure compliance with the Commission's CPNI regulations as contained in 47 C.F.R. § 64.2001 et seq.)

Certified this 6th day of February, 2006.

Peter Lurie

## **STATEMENT**

- 1. Virgin Mobile does not use or disclose its customers' CPNI for any purpose other than the provision or marketing of the company's core wireless services and products.
- 2. Access to Virgin Mobile customer CPNI and personally-identifiable information is restricted only to those employees and agents necessary to provide or market Virgin Mobile's services and products.
- 3. In compliance with 47 C.F.R. § 64.2009(b), Virgin Mobile employees and agents with access to Virgin Mobile customer CPNI are trained and required to verify that they are familiar with the company's policies on the use and disclosure of CPNI and any personally-identifiable information.
  - Virgin Mobile has established disciplinary procedures should any Virgin Mobile employee or agent violate the company's policies with respect to the use and disclosure of customer CPNI.
- 4. Virgin Mobile does not share its customers' CPNI with any unaffiliated third party for any purpose, including the cross-promotion of any third-party products or services.
- 5. Virgin Mobile does share CPNI with affiliated entities in certain situations. Any such disclosure:
  - requires advance approval by legal counsel;
  - is made pursuant to strict confidentiality agreements and policies, which prohibit the further disclosure of such CPNI by the affiliated entity;
  - prohibits the affiliated entity from using the CPNI for any purpose other than the marketing or provision of Virgin Mobile wireless services or products; and,
  - requires that the affiliated entity have protections in place to ensure the confidentiality of Virgin Mobile customer CPNI and personally-identifiable information.
- 6. All vendors that obtain any CPNI or customer personally-identifiable information are contractually bound to: (i) keep all such information confidential; and (ii) use such information only to provide services to VMU.
- 7. To protect against the unwarranted disclosure of customer CPNI or personally-identifiable information, Virgin Mobile requires each customer to create a unique six digit password (a "Vkey") during the customer's service activation. Virgin Mobile requires a customer to provide the applicable Vkey before that customer may access CPNI or personally-identifiable information either online or through the Virgin Mobile customer care number. Virgin Mobile will not disclose a customer's CPNI or personally-identifiable information without a Vkey under any circumstances, and has trained its customer care agents to enforce this policy.

- 8. To protect its customers' CPNI and personally-identifiable information, Virgin Mobile also employs advanced information technology systems, including the following:
  - restricted access to CPNI and customer personally-identifiable information to a limited number of employees;
  - technological prohibitions on the electronic reproduction or distribution of customer CPNI or personally-identifiable information;
  - external security audits to review Virgin Mobile IT security procedures, access privileges, and controls; and,
  - penetration analysis of the Company's internet firewalls performed by a third-party testing firm retained by Virgin Mobile.